



Data and Privacy File Guides

Apple Financing: Dispute Information

October 2022

File name Apple Financing Dispute Information.csv

File description This file contains information about disputes that have been raised for transactions made using an Apple Pay Later product.

Why Apple keeps this information Apple Financing LLC retains this information to be able to record the progress and resolution of disputes made by customers via Apple Care or a third party to the transaction, such as a merchant or bank.

Field Name	Details
Amount	The original amount of the loan that was taken out by the customer
Cancellation Date	The date on which the customer's purchase was cancelled
Case ID	The identifier for the case relating to the raised dispute
Case Status	Status of the dispute case
Created Date	Date and time on which the record was created
Currency	Currency of the loan
Customer Provided-ID	The identifier for the record of the evidence provided by a customer
Customer Provided-Type	The type of evidence that has been provided by a customer
Delivery Date	The date on which the customer's purchase will be delivered
Disputed-Currency	Currency of the transaction
Disputed-Current Amount	Current disputed amount following internal review
Disputed-Original Amount	Dispute amount originally claimed by the customer
Evidence-Created Date	Date and time on which the evidence record was created
Evidence-Document ID	The identifier for the evidence document record
Evidence-Due Date	Date and time on which the supporting evidence is due to be provided by a customer
Evidence-Last Modified Date	Date and time on which the evidence record was last modified
Evidence-Type	The type of evidence provided
Expected Delivery Date	The expected deliver date on which the customer's purchase will be delivered

Field Name	Details
Last Modified Date	Date and time on which the record was last modified
Liable Party Code	The code for the liable party
Loan Number	The identifier for the loan that has been taken out by a customer
Network Dispute Status	The status of the dispute per the payment network
Network Dispute Type	The type of network dispute
OPS Review Due Date	Date and time on which an agent review is to be completed
Refund Date	The date on which the customer was given a refund
Resolution-Amount	The final disputed amount following resolution
Resolution-Code	The code for the resolution of the dispute
Resolution-Currency	Currency of the transaction
Transaction-ID	The identifier for the original transaction produced by the network
Transaction-Product Type	The type of product the dispute was raised against
Transaction-Reason Code	The reason code a dispute was initiated
Transaction-Status	The status of the transaction
Transaction-Type	The type of transaction of which has been disputed